



## **Health and Human Services Commission (HHSC)**

### **Provider Finance Department (PFD)**

### **Open Enrollment for Attendant Compensation Rate Enhancement/Direct Care Enhancement**

### **Login Instructions**

#### **Overview**

Beginning with the 2023 Open Enrollment, HHSC PFD implemented a new login process for providers wanting to participate in the Attendant Compensation Rate Enhancement/Direct Care Enhancement program. Participation in the enhancement program is voluntary.

A new login system was implemented to help ensure only individuals authorized to make changes to a provider contract(s), submit the enrollment contract amendment form, request for revision report, and/or the Nursing Facility (NF) Liability Insurance form (for NF's only), are allowed access to the forms. This will avoid instances where requests and changes are being incorrectly submitted on behalf of a provider.

Link to Enrollment Portal: <https://rad-apps.hhsc.texas.gov/rfr/Login.aspx>

#### **Instructions**

For first time users, please follow the instructions below.

1. Access the portal using the link above (must use Chrome, Edge, Firefox, or another browser. Do not use Internet Explorer)
2. Click on the Forgot Password link
3. Enter your email address, which is also your username for the system.
4. Click on Recovery User Password.

5. If your account is already registered, you will receive a notification saying Login Reset Successful and an email with a temporary password.
6. If your account is not in the system, you will receive an error stating Invalid email, please try again.
7. Enter your username (email address).
8. Enter your temporary password and click login.
9. If you are an authorized signatory and your account is not found, please send an email to [vendorhold@hhs.texas.gov](mailto:vendorhold@hhs.texas.gov) and include your name, email, phone, and your contract number/component code. PFD will contact you with information.
10. If you are not an authorized signatory, click on the New User Account link to create your account. You will not have any access to contract or component code information until assigned a role by the provider.
11. Enter your name, title, email, address, city, state, zip, and phone number information on the form.
12. Click Submit
13. An email will be sent with your username and password. Once you receive the email, go back to the login page and enter the information.
14. If you do not receive an email, please send an email to [costinformationPFD@hhs.texas.gov](mailto:costinformationPFD@hhs.texas.gov) and include your name, email, phone, and your contract number/component code. PFD will contact you with information.

## **Change Password**

If you want to change your temporary password

1. click on the Change Password link on the login screen.
2. Enter the information as request on the screen.
3. Click Change Password.
4. Click Close to exit the screen without changing your password.